

Snapshot



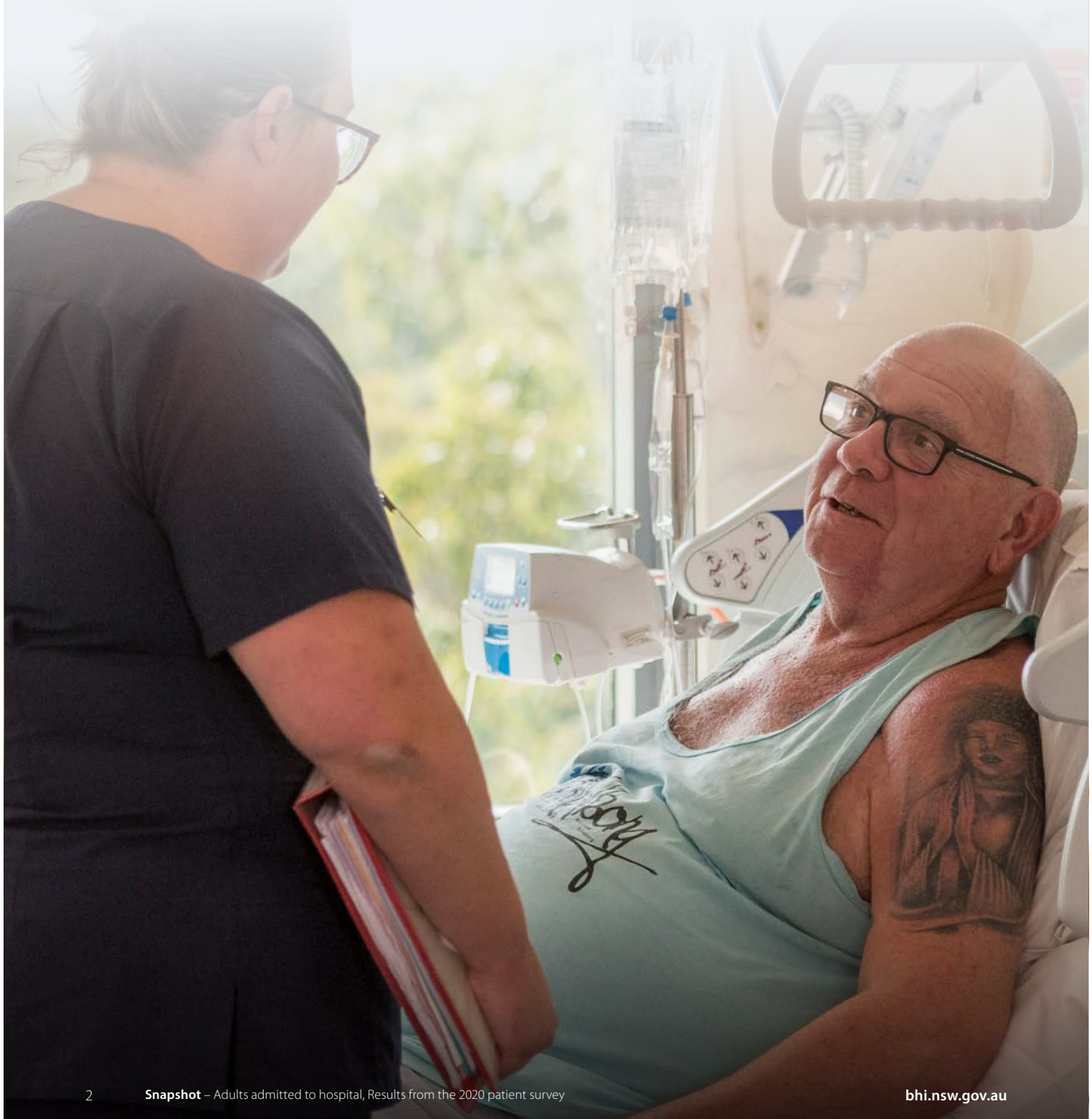
Adults admitted to hospital

Results from the 2020 patient survey





We heard from more than
16,000 people about their
experiences as admitted patients
in NSW **public hospitals** in 2020



People are admitted to hospital for a wide range of services, including medical and surgical care. The care they receive should be safe and of high quality, contribute to positive health outcomes, and help them transition from hospital to home.

The results of the Adult Admitted Patient Survey 2020 reflect the experiences of 16,313 adults who completed a survey about their care in one of 75 NSW public hospitals during January to December 2020. This Snapshot report highlights key findings in relation to patients' experiences across a range of aspects of care and shows variation across hospitals. Results for each hospital are available in supplementary data tables and in the Bureau of Health Information Data Portal at bhi.nsw.gov.au

The COVID-19 pandemic has resulted in significant changes to how services are delivered in NSW as hospitals act to maintain sufficient capacity and help ensure the safety of staff and patients. Patients nevertheless gave higher ratings of their care in 2020 than in 2019. For the first time, this report also highlights monthly trends in patients' overall ratings of care.

Overall ratings of care: More than nine in 10 patients (95%) rated their care overall as 'very good' (71%) or 'good' (24%). When asked how well health professionals worked together, more than six in 10

patients (65%) said 'very good'. Seven in 10 (70%) said the care they received in hospital was 'very well organised' (pages 4–5). For most months of 2020, patients gave higher ratings of their overall care than in 2019 (pages 6–7).

Patient-centred care: More than five in 10 patients (55%) said they were 'always' involved as much as they wanted to be in decisions about their care and treatment. Around eight in 10 patients (82%) said health professionals 'always' explained things in a way they could understand and eight in 10 (80%) said they did not receive contradictory information about their condition or treatment from health professionals (pages 8–9).

Engagement at discharge: Almost seven in 10 patients (67%) said they 'definitely' felt involved in decisions about their discharge. More than seven in 10 (76%) said hospital staff took their family and home situation into account when planning their discharge (pages 12–13).

Outcomes of care: Almost eight in 10 patients (79%) said the care and treatment they received 'definitely' helped them. Almost one in 10 (8%) said that, in the month following discharge, they went to an emergency department or were readmitted to hospital because of problems or complications related to the care they received (pages 14–15).

Overall, **95%** of patients rated their care as



'very good'

71%

'good'

24%

Overall ratings of care

Overall ratings of care reflect general measures of patient satisfaction about their hospital experience.

More than nine in 10 patients (95%) said, overall, the care they received was 'very good' (71%) or 'good' (24%) (Figure 1a). For those patients who said 'very good', results ranged from 56% to 89% across hospitals (Figure 2a).

When asked to rate how well health professionals worked together, more than six in 10 patients (65%) said 'very good' (Figure 1b). Across hospitals, results ranged from 51% to 83% (Figure 2b).

Seven in 10 patients (70%) said the care they received in hospital was 'very well organised' (Figure 1c). Across hospitals, results ranged from 58% to 87% (Figure 2c).

Almost eight in 10 patients (78%) rated their nurses as 'very good'. Similarly, more than seven in 10 patients (75%) rated their doctors as 'very good' (data not shown).

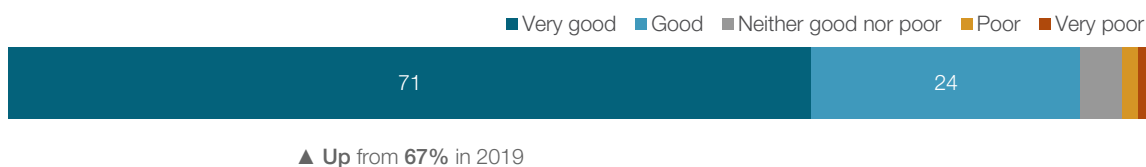
Some patient groups tend to respond more positively to surveys. This means that hospitals with higher proportions of patients with these characteristics tend to have higher patient experience ratings.

To enable fairer comparisons across hospitals, BHI has taken the characteristics of each hospital's patients (age, sex, education and language spoken at home) into account.

Therefore, when a hospital is flagged as having a significantly higher or lower result than NSW, this is more likely to reflect differences in patients' experiences and less likely to reflect differences in the hospital's patient mix. For further details, please see this survey's technical supplement at bhi.nsw.gov.au

Figure 1 Percentage of patients in NSW, all response options, 2020

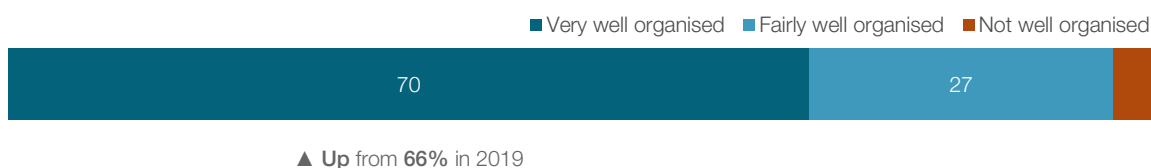
a. Overall, how would you rate the care you received while in hospital?



b. How would you rate how well the health professionals worked together?

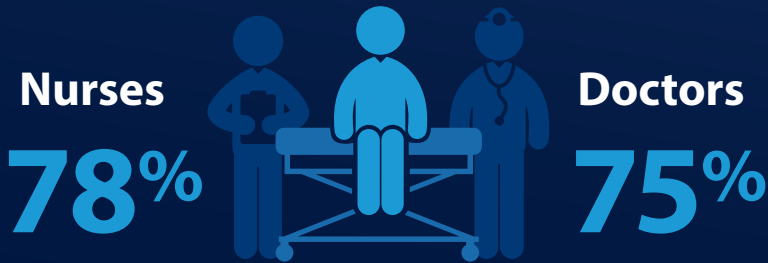


c. How well organised was the care you received in hospital?



Note: Results may not add up to 100% due to rounding.

More than seven in 10 patients said they would rate the nurses and doctors as 'very good'



Best part of care...

“

Both the doctor and nurses were kind, helpful and put you at ease... They speak to you one on one so you understand everything.

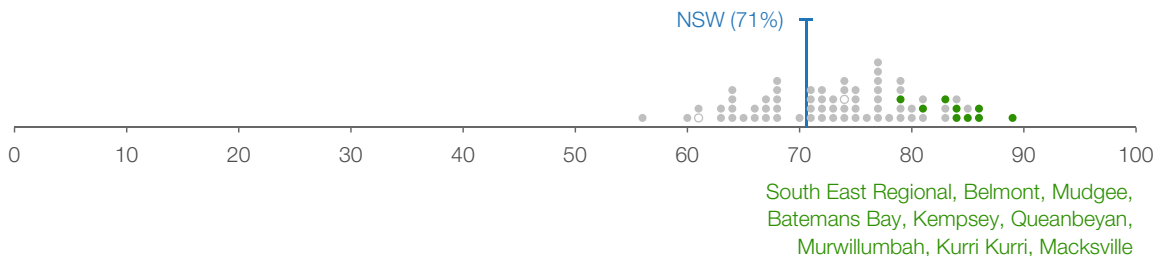
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In the figures below, each dot represents an individual hospital's result. After accounting for patient characteristics, hospitals with results significantly different from NSW are listed below the graph in order from lowest to highest. Detailed results for all hospitals are available in the BHI Data Portal and the supplementary data tables to this report at bhi.nsw.gov.au

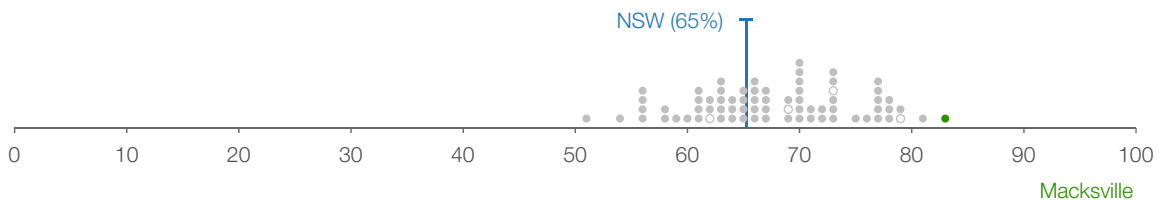
Figure 2 Percentage of patients in each hospital who selected the most positive response option, 2020

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

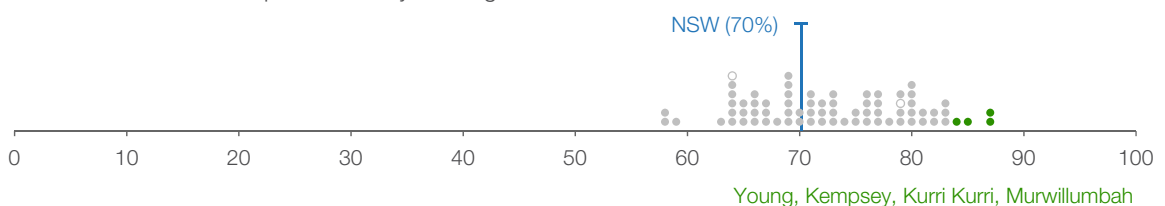
a. Overall, hospital care was 'very good'



b. Rated how health professionals worked together as 'very good'



c. Care received in hospital was 'very well organised'



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (age, sex, education and language spoken at home) have been taken into account. Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.

Overall ratings of care

By month

The health system faced a challenging year in 2020 as it responded to the COVID-19 pandemic. This resulted in significant changes to how services were delivered to maintain sufficient capacity and help ensure the safety of staff and patients. Patients' overall ratings of care are presented here for each month of 2020, in comparison with 2019, to provide insights into patient experience at different times throughout the year.

For most months of 2020, patients gave higher overall ratings of their care than in 2019 (Figure 3).

For overall ratings of care, health professionals working together, and how well care was organised, patients' ratings of care at the beginning of 2020, before the emergence of COVID-19 in NSW, were higher than in 2019. They remained higher than or the same as 2019 for most of the year, before overall ratings and ratings of health professionals working together fell slightly below 2019 levels in November and December (Figure 3–5).

Figure 3 Percentage of patients in NSW who rated their care overall as 'very good', January to December 2020 and 2019

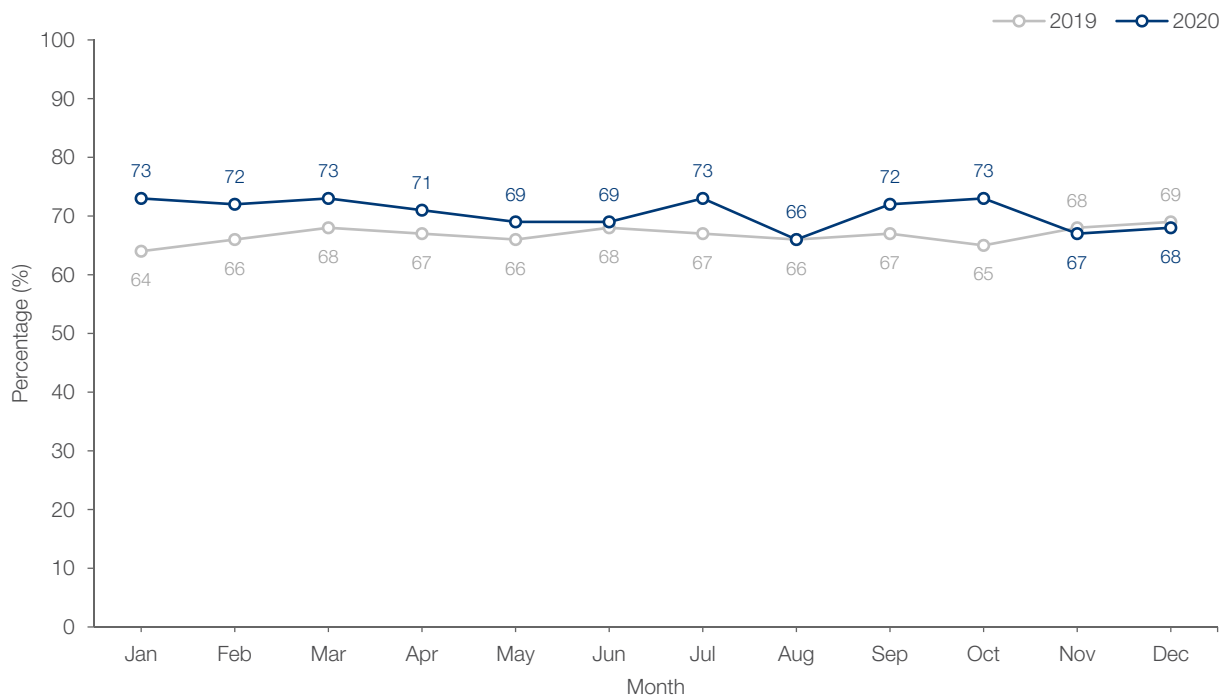


Figure 4 Percentage of patients in NSW who rated how health professionals worked together as 'very good', January to December 2020 and 2019

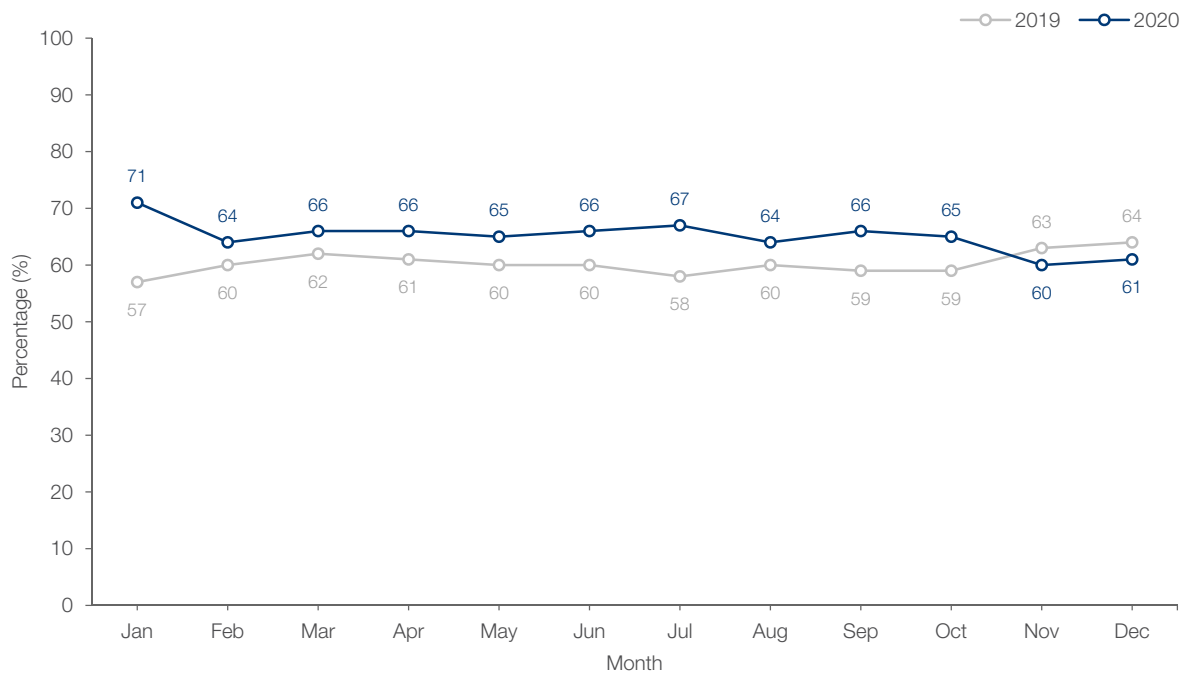
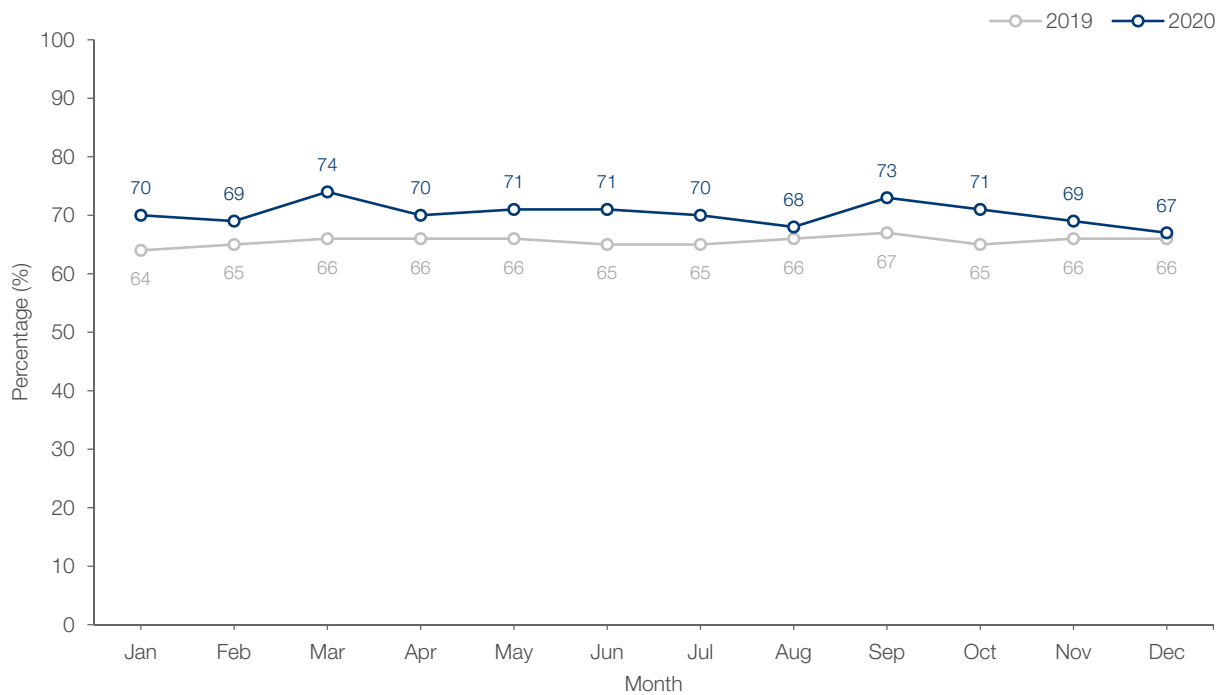


Figure 5 Percentage of patients in NSW who rated their care as 'very well organised', January to December 2020 and 2019



Patient-centred care

Patients shared their experiences of various aspects of their care, including whether they felt sufficiently involved in decisions about their care and treatment.

More than five in 10 patients (55%) said they were ‘always’ involved as much as they wanted to be in decisions about their care and treatment (Figure 6a). Results ranged from 42% to 73% across hospitals (Figure 7a).

Around eight in 10 patients (82%) said health professionals ‘always’ explained things in a way they could understand (Figure 6b). Across hospitals, results ranged from 74% to 93% (Figure 7b).

Eight in 10 patients (80%) said they did not receive contradictory information about their condition or treatment from health professionals (Figure 6c).

Across hospitals, results ranged from 59% to 93% (Figure 7c). However, two in 10 patients (20%) said they received contradictory information.

Almost nine in 10 patients (87%) said nurses were ‘always’ kind and caring. Nine in 10 (90%) said the same was true of doctors (data not shown).

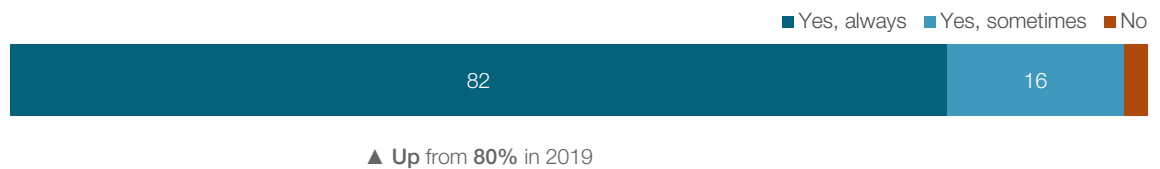
This Snapshot report focuses on experiences of care in 2020 and presents changes from the previous survey year for the most positive response option for selected questions at NSW level. To see changes from the previous survey for all comparable questions at NSW, local health district and hospital levels, please see the BHI Data Portal and the supplementary data tables to this report at bhi.nsw.gov.au.

Figure 6 Percentage of patients in NSW, all response options, 2020

a. Were you involved, as much as you wanted to be, in decisions about your care and treatment?



b. Did the health professionals explain things in a way you could understand?



c. Did you ever receive contradictory information about your condition or treatment from the health professionals?



Note: Results may not add up to 100% due to rounding

More than eight in 10 patients said the nurses and doctors were 'always' kind and caring



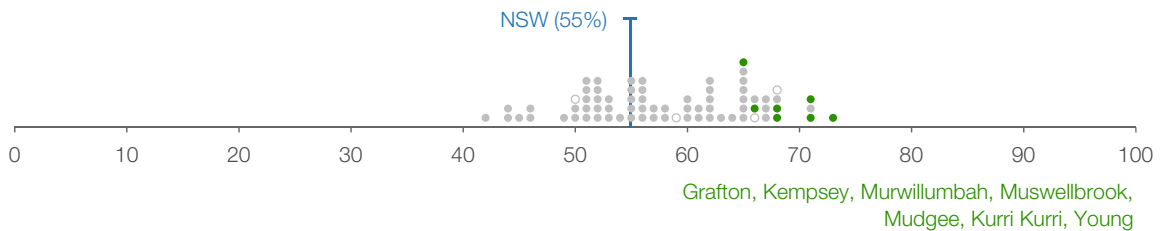
What could improve...

“
The only thing I noticed was they seemed very understaffed, but they still did a great service.
”

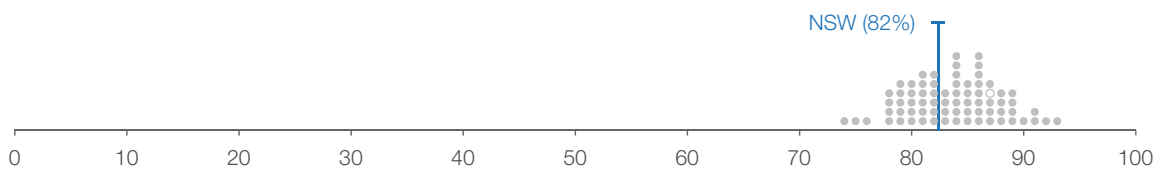
Figure 7 Percentage of patients in each hospital who selected the most positive response option, 2020

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

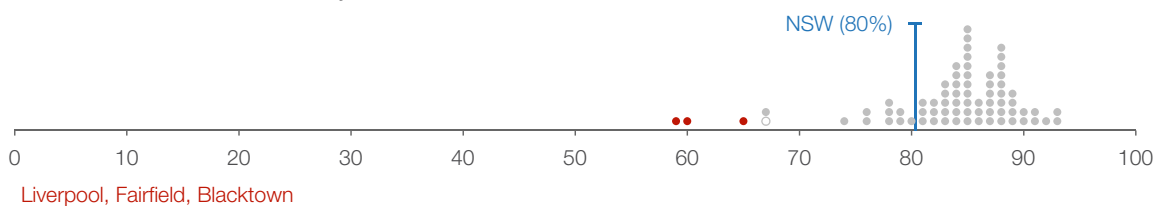
a. 'Always' felt involved in decisions about care and treatment



b. Health professionals 'always' explained things in an understandable way*



c. Did not receive contradictory information about condition or treatment



* There were no hospitals that had a significantly higher or lower result than NSW for this measure.

Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (age, sex, education and language spoken at home) have been taken into account. Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.



When patients were asked about cleanliness...

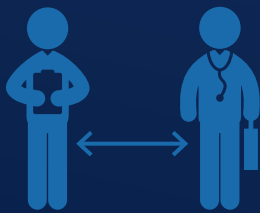
75%

said wards or rooms

67%

said toilets and bathrooms

were 'very clean'



Best part of care...

“

Extra washing and care was carried out due to COVID-19, with social distancing and masks all in place.

”



What could improve...

“

The cleaners are wonderful, but it would be great if the toilets were checked and cleaned at regular times during the day.

”

Engagement at discharge

The survey also captured patients' experiences when leaving hospital.

Almost seven in 10 patients (67%) said they 'definitely' felt involved in decisions about their discharge (Figure 8a). Across hospitals, results ranged from 54% to 86% (Figure 9a). Around one in 10 patients (11%) said they did not feel involved in decisions about their discharge.

Many patients need support from family and friends to manage their ongoing care. More than seven in 10 patients (76%) said they had a family or home situation that needed to be considered when planning their discharge. Of these patients, more than seven in 10 (76%) said staff 'completely' took their situation into account (Figure 8b). Across hospitals, results ranged from 59% to 97% (Figure 9b).

More than seven in 10 patients (75%) said they were given 'completely' enough information about how to manage their care at home (Figure 8c). Across hospitals, results ranged from 63% to 90% (Figure 9c).

Half of patients (50%) were prescribed a new medication to take home. Of these patients, a little more than half (56%) said health professionals 'completely' explained potential side effects (data not shown).

Figure 8 Percentage of patients in NSW, all response options, 2020

a. Did you feel involved in decisions about your discharge from hospital?*



▲ Up from 65% in 2019

b. Did hospital staff take your family and home situation into account when planning your discharge?†



▲ Up from 73% in 2019

c. Thinking about when you left hospital, were you given enough information about how to manage your care at home?‡



▲ Up from 73% in 2019

* Based on the responses of 14,163 patients (92%) who wanted to be involved in decisions about their discharge.

† Based on the responses of 11,364 patients (76%) who had a family or home situation that needed to be taken into account.

‡ Based on the responses of 14,268 patients (93%) who needed information about how to manage their care at home.

Note: Results may not add up to 100% due to rounding.

When patients were asked if health professionals told them about medication side effects to watch for...



56%

said **'yes, completely'**

21%

said **'yes, to some extent'**

24%

said **'no'**

Note: Half of patients (50%) said they were given or prescribed a medication to take home

What could improve...

“

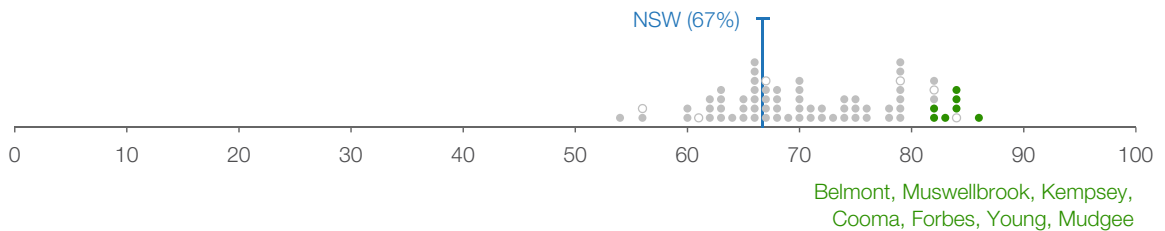
More information to warn the patient about the side effects of the medication, which could be quite distressing.

”

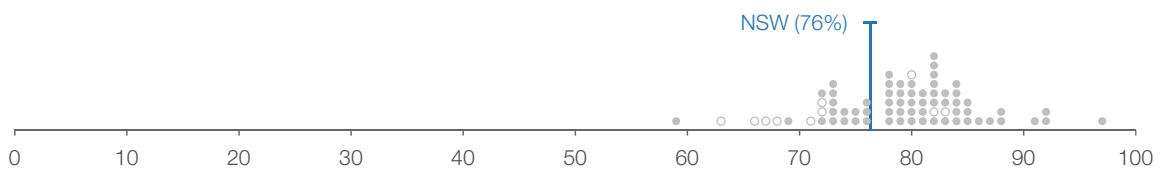
Figure 9 Percentage of patients in each hospital who selected the most positive response option, 2020

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

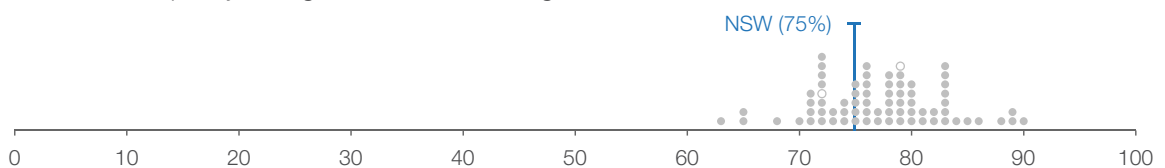
a. 'Definitely' felt involved in decisions about discharge



b. Staff 'completely' took family and home situation into account at discharge[§]



c. Given 'completely' enough information to manage care at home[§]



[§] There were no hospitals that had a significantly higher or lower result than NSW for this measure.

Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (age, sex, education and language spoken at home) have been taken into account. Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.

Outcomes of care

Through patient surveys, patients tell us about health outcomes and the impact of the care they received on aspects of their health including pain, mobility and quality of life.

Almost eight in 10 patients (79%) said the care and treatment they received during their hospital stay 'definitely' helped them (Figure 10a).

Patients may experience problems or complications during or shortly after a hospital stay. More than one in 10 patients (14%) said they experienced at least one problem or complication related to their stay (Figure 10b). Of these patients, half (50%) said health professionals were 'completely' open with them about the problem or complication (data not shown).

In the month following discharge, almost one in 10 patients (8%) said they went to an emergency department or were readmitted to hospital because of problems or complications related to the care they received (Figure 10c).

Results are provided without hospital comparison for outcomes of care questions. Patients with more complex conditions are likely to have less positive outcomes, and surveys do not contain the information required to fully account for this complexity.

Figure 10 Percentage of patients in NSW, all response options, 2020

a. Did the care and treatment received in hospital help you?



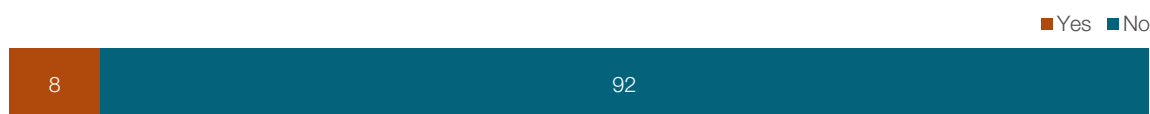
▲ Up from 77% in 2019

b. Not including the reason you went to hospital, during your hospital stay, or soon afterwards, did you experience a problem or complication?



▼ Down from 16% in 2019

c. In the month following discharge, went to an emergency department or readmitted to hospital because of complications related to the care received.



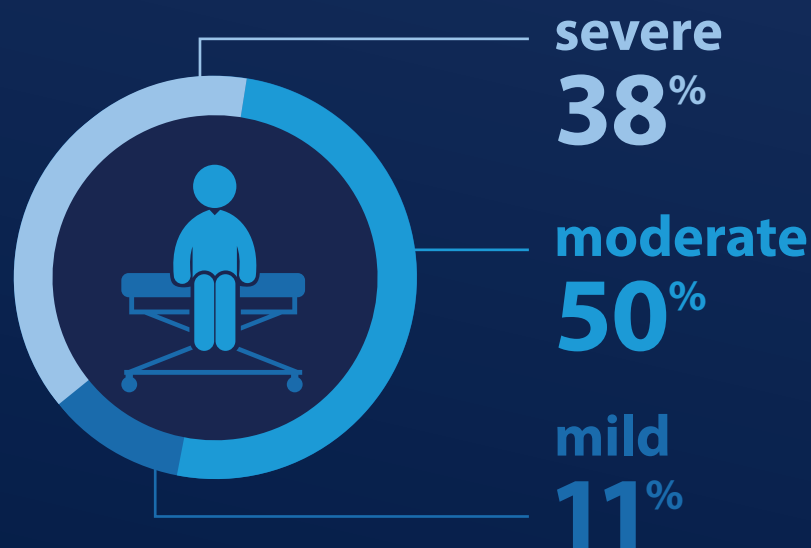
▼ Down from 9% in 2019



More than seven in 10 patients (76%) said hospital staff 'definitely' did everything they could to help them manage their pain

Up from 71% in 2019

Patients described their pain as



Best part of care...

“

The nurses were wonderful when the pain medication wasn't helping. They gave me heated blankets to put on my back and hip.

”

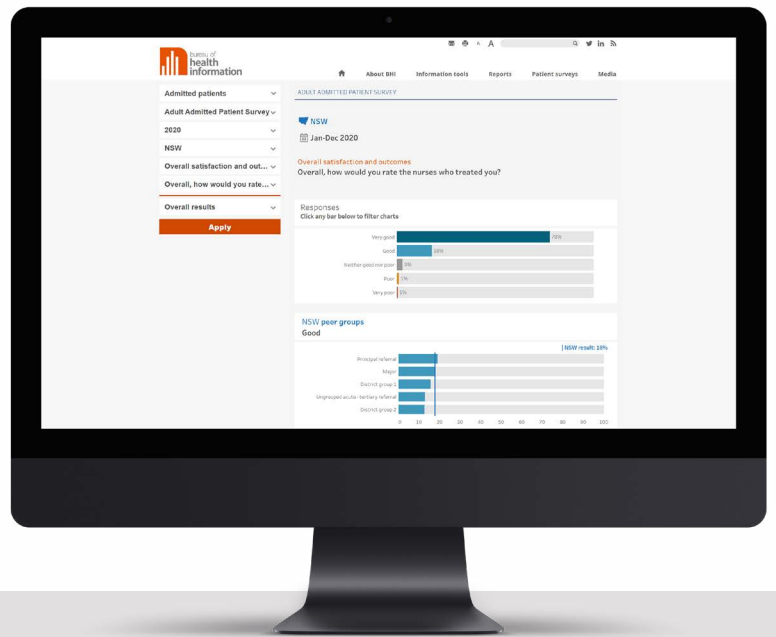
Note: Almost half of patients (49%) said they experienced pain

Data portal

The new **BHI Data Portal** is part of a transition to a digital-first way of reporting healthcare performance results in NSW, making them more accessible and user friendly.

The new portal allows you to find and compare activity and performance, and patient survey results, including for the larger individual hospitals and local health districts.

Detailed results of the Adult Admitted Patient and Outpatient Cancer Clinics surveys are the first to appear in the new portal as part of a staged rollout over the coming months.



Adult Admitted Patient Survey



Emergency Department Patient Survey



Outpatient Cancer Clinics Survey



Virtual Care Survey



Maternity Care Survey



Rural Hospital Adult Admitted Patient Survey



Rural Hospital Emergency Care Patient Survey

NSW Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as compassion, respect and kindness, involvement in decision-making, effective communication, and a safe, comfortable environment.

Further information about our surveys can be found at bhi.nsw.gov.au/nsw_patient_survey_program

About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.



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